

Marc LeFrançois
Président et chef de la direction
President and Chief Executive Officer

VIA Rail Canada

File Number: 148591
September 25, 2003

Mr. David Edward Ross
6477 East Bayberry Street
Oak Park, California 91377
U.S.A.

Dear Mr. Ross:

Your letter of September 5, 2003, addressed to Mr. Jean Pelletier, Chairman of the Board, has been referred to my attention.

I was pleased to learn that you enjoyed the service and sleeping accommodations on the "Canadian" from Vancouver to Saskatoon and from Saskatoon to Toronto. I sincerely regret, however, that you were so disappointed with the Toronto to Montréal segment of your trip but do appreciate your taking the time to inform us of your concerns. Customer feedback is a valuable tool for us, since it helps us in our continuing efforts to improve our services and make our customers' travel experience as enjoyable as possible.

Your trip between Toronto and Montréal was on VIA's recently acquired new Renaissance equipment. Feedback received so far from both customers and employees have been positive overall; nonetheless, a number of equipment and service related issues have been raised as concerns or suggestions for improvement. We have already make some adjustments based on feedback from our customers and on-board crews and will be installing regular power outlets in bedrooms to accommodate passengers travelling with CPAP devices. I can assure you that comments received from all sources have and will continue to be documented.

I wish to mention that unlike the Silver and Blue Class on the "Canadian" where meals are included, the Constellation Class on the Enterprise does not include meals. Constellation class passengers can get coffee, tea and a complimentary continental breakfast at the mini galley from 05:30 until arrival at destination.

Again, thank you for writing and for giving us the benefit of your opinion.

Sincerely,



Cc: Jean Pelletier